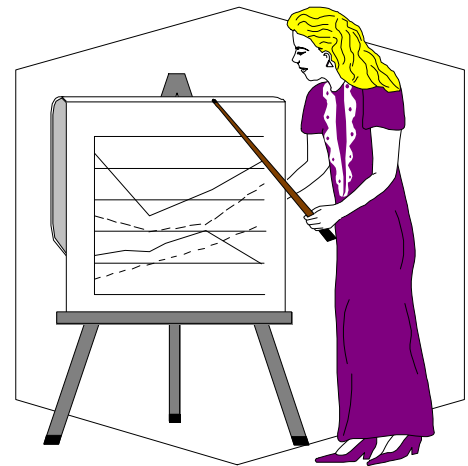


# ***ITT SEMINAR***

***September 18, 1996***

Maine Public Utilities Commission  
Horace S. Libby Hearing Room  
242 State Street ☐ Augusta, Maine



## ***Agenda***

- |                |                                     |
|----------------|-------------------------------------|
| 8:30-9 a.m.    | Registration; continental breakfast |
| 9 -9:15 a.m.   | Opening Presentation and Welcome    |
| 9:15-9:30 a.m. | Ice Breaker                         |

### **MORNING SESSION, 9:30- 11:30 a.m.**

- |                  |   |
|------------------|---|
| 9:30-10 a.m.     | Exploring the Commission's home page for PUC administrative policies and ways to tap into other resources available at the Commission |
| 10-10:15 a.m.    | Break   |
| 10:15-10:30 a.m. | Annual Reports  |
| 10:30-10:45 a.m. | Tariffs   |
| 10:45-11:30 a.m. | Overview of a case; confidentiality; discovery  |
| 11:30-12:45 p.m. | Lunch Break   |

**AFTERNOON SESSION, 12:45-4:30 p.m.**

12:45-1:30 p.m.	C.A.D. Introduction; complaint and information process; utility interaction with customer/applicant during complaint process
1:30-2 p.m.	Application for service; security deposit; requests for exemption
2-2:15 p.m.	Break
2:20-2:50 p.m.	Payment arrangements; medical emergency regulations
2:50-3:20 p.m.	Disconnection; reconnection after disconnection for nonpayment
3:20-4 p.m.	Bill disputes/meter tests; dispute resolution
4-4:30 p.m.	C.A.D. Q&A Session
4:30 p.m.	Closing remarks

Note: All times are approximate.